

Welcome to Your New U.S. Bank ReliaCard

As soon as funds are received, you can use your card to:



Make Purchases

Anywhere
Visa® debit cards
are accepted



Pay Bills

Through the
merchant's website or
with our online
Bill Pay tool



Get Cash

- Cash Back at Merchant
- ATM
- Teller Withdrawal

For Health & Human Services Payment Questions

Providers – Contact your Resource Development Worker

Client Payments – Contact your Caseworker or ACCESSNebraska at 800-383-4278

Keep Track of Your Balance



Online

Log in online at www.usbankreliacard.com



Phone

Call Cardholder Services at **855-233-8382**



Text/Email

Sign up to receive email or text alerts when funds
have been deposited or when your balance gets
low. (Standard text messaging rates apply)



Mobile App

Download the mobile app on your iPhone or
Android phone. Search "U.S. Bank ReliaCard".

Activate Your Card Before Use

Go to www.usbankreliacard.com

or

Call **855-233-8382**

- Memorize the Personal Identification Number (PIN) that you will establish.
- Sign your name in ink on the back of the card.

Cardholder Services
P.O. Box 421607
Indianapolis, IN 46242

John Sample
123 Main Street
Somewhere, ST 55555

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See the enclosed usage guide
for more details.



| ReliaCard Fee Schedule | | |
|---|--------------------------------|-------------------|
| Activity | Cost | |
| Monthly Account Maintenance | Free | |
| Purchases at Point-of-Sale (Domestic) | Free | |
| Cash Back with Purchases (Domestic) | Free | |
| ATM Transactions ¹ <div>U.S. Bank ATM MoneyPass® ATM Other ATM</div> The owner of any Non-U.S. Bank or Non-MoneyPass ATM may assess an additional surcharge fee for any ATM transaction that you complete. | Cash Withdrawal | Balance Inquiry |
| | Free | Free |
| | Free | Free |
| | \$1.25 | Free |
| | | |
| Teller Cash Withdrawal | Free | |
| Customer Service | | |
| Automated Phone Service | Free | |
| Online | Free | |
| Live Phone Representative | Free | |
| Alert Message ² – Email or Text | Free | |
| Inactivity After 270 consecutive days. Not assessed if balance is \$0.00. | \$2.00 Per Month | |
| Monthly Paper Statement | Free | |
| Card to Account Transfer | \$2.00 | |
| Bill Pay Transactions | Free | |
| Card Replacement | | |
| Standard | Free | |
| Expedited | \$15.00 | |
| Foreign Transaction | Up to 3% of transaction amount | |
| ¹ The first cash withdrawal per month from any non-U.S. Bank ATM or non-MoneyPass ATM will be free. | | |
| ² Standard messaging charges apply through your mobile carrier and message frequency depends on account settings. | | |
| Transaction Limits | Total Count | Total Amount |
| Purchases (includes cash back) | 20 per day | \$4,000 per day |
| Teller Cash Withdrawal | 2 per day | \$1,525 per day |
| ATM Withdrawal | 10 per day | \$1,525 per day |
| Signature-based POS returns | 4 per day | N/A |
| Bill Pay Transactions | 10 per day | \$2,000 per day |
| | 10 per week | \$3,000 per week |
| | 20 per month | \$5,000 per month |
| We reserve the right to change the above fee schedule upon written notification to you as required by applicable law. | | |

Effective February 22, 2014, you will be unable to use your TANF ReliaCard at the following types of businesses: liquor stores, casino, gambling casino, gaming establishment or any retail establishment which provides adult oriented entertainment.

Card Usage Tips:

Gas Stations: When purchasing gasoline at a gas station using the pay-at-the-pump option, a maximum hold of \$75 will be placed on your account to initiate your transaction. This amount will be held until the actual transaction amount clears. If you do not want funds held while waiting for the transaction to clear, please pay the cashier inside for your gasoline purchase. Payments made inside clear for the actual transaction amount immediately.

Restaurants, Salons and Other Services: Prepaid Card transaction posting amounts may vary. Most restaurants, salons and other services where you typically tip may temporarily add approximately 20% to your bill to cover the tip. Make sure your balance can cover the 20% or your transaction will be declined.

Hotels: When making travel reservations with a hotel or similar merchant, ask for the amount of the authorization they will send to your account.

These merchants may send an initial authorization amount equal to your entire stay or rental period, plus taxes and incidentals, even though your actual purchase will be weeks or months away.

Track your Balance: It is always important to know your balance before you make a purchase or cash withdrawal and to keep track of your remaining balance after these transactions.

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